

D-10

Hayes, Kathy

From: Hansen, Mary Ann
Sent: Tuesday, November 9, 2021 1:03 PM
To: COB
Cc: Paz Dominguez, Karen
Subject: Public Comment to the Board of Supervisors

Good afternoon. In regard to item D10 on the 11/9/21 agenda, I would like to submit the following comment. As I am an appointed director outside the County's official departments, I'm not typically part of the department heads invite to BOS meeting. I unfortunately had to leave before the public comment on this item became available. I deeply regret not being able to make "in-person" comment.

First, I want to extend my appreciation to Auditor-Controller Paz Dominguez for her detailed presentation and meticulous description of the changes she is managing. Thank you for your time and attention to the concerns. Next, I want to extend my appreciation to the Board of Supervisors for their attention and concern for the issues being brought to them from the public and departments.

Director Paz Dominguez, I appreciate your comment regarding being vulnerable and accepting responsibility. I am acutely aware of the challenges your office has been experiencing and have empathy for the problems associated with being short-staffed and/or managing new processes.

I want to echo comments made by Supervisor Madrone, Bushnell, and Bass and Director Hoffman. Director Hoffman very clearly articulated the concern with lack of response to emails. My direct response to the comments on communication is to strongly suggest that, as Supervisor Bass mentioned, an avenue for communication be developed when concerns are raised. Auditor Controller Paz Dominguez expressed dismay that frustration shows up in the media. It wasn't until county counsel was involved that we received a response from the Auditor Controller's office regarding our annual audit. Yet in the media, the Auditor Controller was quoted implying that First 5 Humboldt had not communicated with the ACO office regarding our concerns. Multiple emails to cty payroll regarding a recent overpayment of payroll and how the employee can pay it back to have gone unanswered. Regarding First 5 Humboldt's annual audit, please note the official request I sent cty auditor on Aug. 11, or the email from our fiscal staff on Aug. 5, asking where the funds were in the F5H Sustainability Fund. I am correspondingly dismayed and frustrated at what feels like misdirection, rather than direct response to questions. It is not helpful to anyone for me to detail emails that have received no response. The point is that I strongly agree that we need to improve communication, and the way that can begin is by getting responses to email inquiries.

If the Auditor Controller's office is invested in improving communications, please remove the automatic response to the cty auditor email, remove the deferring message on the voicemail greeting, and begin to respond directly and promptly to inquiries to the ACO through cty auditor or some newly established avenue. I was told in January, 2020 to stop emailing individual staff and the AC directly and direct my emails to cty auditor. If emails to cty auditor are not responded to, we are left with no recourse for communication with the Auditor Controller's Office.

Thank you for your continued attention to helping improve collaboration and communication regarding the county issues which we would all like to help solve.

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